



केन्द्रीय माध्यमिक शिक्षा बोर्ड

(मानव संसाधन विकास मंत्रालय, भारत सरकार के अधीन एक स्वायत्त संगठन)

CENTRAL BOARD OF SECONDARY EDUCATION

(An Autonomous Organisation under the Ministry of Human Resource Development, Govt. of India)



CBSE/SECY/2020

August 19, 2020

To,

**The Principal/Head of the Institutions
Affiliated to the CBSE**

In order to bring transparency, accountability and responsiveness, CBSE has developed and implemented various IT systems in almost all the domains of its functioning viz affiliation, examination, academic etc.

Further considering hardship of the schools in sending paper/ mail communication directly to concerned unit/officer and to ensure rapid communication between schools and CBSE's appropriate authorities, e-Harkara Portal has been developed and implemented. Through this portal, all the affiliated schools can submit their requests/grievances about all matters pertaining to CBSE directly to concerned unit/authority by logging in using their existing credentials i.e. login ID and password being used for the purpose of filling online registration/online LOC Performa. This will facilitate easy monitoring and disposal of all such cases in a time bound manner.

Many schools are utilising services of e-Harkara and submitting their requests directly to the concerned unit/ authority including ROs and CoEs. However, a number of schools are still sending paper communication or e-mails to CBSE. It has been decided that henceforth all schools should send their requests/grievances through e-Harkara Portal only. The schools will get response/ reply to their requests/ grievances on e-Harkara Portal. CBSE has also put in place a system of regular monitoring of all communications coming through e-Harkara Portal to ensure timely replies.

It is requested that all schools should extend their cooperation in this regard and no communication on paper/mail will be entertained from the affiliated schools of the Board after **1st September, 2020**. The standard operating procedure (SOP) is also enclosed with this circular for ready reference.

Anurag Tripathi

**(Anurag Tripathi)
Secretary**

Encl: SOP for schools is annexed



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